

Employee Engagement Survey 2022

FLAGSTAFF UNIFIED SCHOOL DISTRICT EMPLOYEE ENGAGEMENT SURVEY TOTAL COMPANY



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Confidential and Proprietary Information National Business Research Institute, Inc.

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| Group Name | Number Responding | Number Possible | Response Rate |
|----------------------|----------------------|--------------------|------------------|
| Total Company - 2022 | 657 | 1,262 | 52% |
| Total Company - 2021 | 579 | 1,662 | 35% |
| Total Company - 2020 | 752 | 1,338 | 56% |
| Total Company - 2019 | 579 | 1,353 | 43% |
| Total Company - 2017 | 564 | 1,438 | 39% |
| Total Company - 2016 | 585 | 1,384 | 42% |
| Total Company - 2015 | 727 | 1,367 | 53% |

Section I: Response Rates

| Topics | Average Number Responding | Mean | Benchmark Percentile Mean | Benchmark Percentile Mean Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|----------------------|---------------------------------|------|---------------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| ALL TOPICS | | | | | | | | | | |
| Total Company - 2022 | 655 | 4.53 | 55 | | 5% | 6% | 9% | 20% | 31% | 29% |
| Total Company - 2021 | 576 | 4.70 | 61 | | 4% | 6% | 7% | 17% | 32% | 35% |
| Total Company - 2020 | 750 | 4.98 | 71 | | 3% | 3% | 4% | 14% | 37% | 40% |
| Total Company - 2019 | 577 | 4.78 | 66 | | 4% | 4% | 6% | 17% | 35% | 34% |
| Total Company - 2017 | 552 | 4.67 | 61 | | 5% | 6% | 7% | 16% | 33% | 34% |
| Total Company - 2016 | 576 | 4.78 | 65 | | 5% | 4% | 6% | 15% | 33% | 37% |
| Total Company - 2015 | 716 | 4.70 | 63 | | 5% | 5% | 6% | 17% | 35% | 32% |

| Topics | Average Number Responding | Mean | Benchmark Percentile Mean | Benchmark Percentile Mean Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|-------------------------|---------------------------------|------|---------------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| EMPLOYEE ENGAGEMENT | | | | | | | | | | |
| Total Company - 2022 | 657 | 4.92 | 68 | | 2% | 4% | 4% | 17% | 34% | 38% |
| Total Company - 2021 | 578 | 5.12 | 74 | | 2% | 3% | 5% | 11% | 31% | 48% |
| Total Company - 2020 | 751 | 5.32 | 79 | | 2% | 1% | 2% | 8% | 31% | 56% |
| Total Company - 2019 | 578 | 5.27 | 78 | | 1% | 1% | 3% | 10% | 33% | 52% |
| Total Company - 2017 | 556 | 5.13 | 74 | | 3% | 3% | 3% | 10% | 32% | 49% |
| Total Company - 2016 | 578 | 5.28 | 78 | | 3% | 1% | 2% | 10% | 27% | 57% |
| Total Company - 2015 | 720 | 5.17 | 75 | | 3% | 2% | 2% | 12% | 31% | 50% |
| DIVERSITY AND INCLUSION | | | | | | | | | | |
| Total Company - 2022 | 653 | 5.08 | 64 | | 3% | 3% | 4% | 15% | 27% | 50% |
| Total Company - 2021 | 574 | 5.21 | 68 | | 3% | 2% | 3% | 11% | 25% | 55% |
| Total Company - 2020 | 0 | 0.00 | N/A | No valid cases | | | | | | |
| Total Company - 2019 | 0 | 0.00 | N/A | No valid cases | | | | | | |
| Total Company - 2017 | 0 | 0.00 | N/A | No valid cases | | | | | | |
| Total Company - 2016 | 0 | 0.00 | N/A | No valid cases | | | | | | |
| Total Company - 2015 | 0 | 0.00 | N/A | No valid cases | | | | | | |
| JOB TRAINING | | | | | | | | | | |
| Total Company - 2022 | 656 | 4.32 | 58 | | 5% | 7% | 11% | 23% | 31% | 21% |
| Total Company - 2021 | 577 | 4.44 | 62 | | 5% | 7% | 10% | 20% | 34% | 25% |
| Total Company - 2020 | 749 | 4.89 | 73 | | 3% | 3% | 6% | 15% | 35% | 37% |
| Total Company - 2019 | 577 | 4.55 | 66 | | 5% | 6% | 8% | 21% | 28% | 32% |
| Total Company - 2017 | 551 | 4.62 | 67 | | 5% | 6% | 8% | 17% | 29% | 34% |
| Total Company - 2016 | 575 | 4.69 | 69 | | 5% | 6% | 8% | 15% | 31% | 36% |
| Total Company - 2015 | 709 | 4.67 | 69 | | 6% | 5% | 7% | 17% | 33% | 33% |

| То | opics | Average Number Responding | Mean | Benchmark Percentile Mean | Benchmark Percentile Mean Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|----------------|----------------------|---------------------------------|------|---------------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| SUPERVISION | | | | | | | | | | | |
| | Total Company - 2022 | 655 | 4.72 | 56 | | 6% | 6% | 7% | 14% | 27% | 40% |
| | Total Company - 2021 | 577 | 4.91 | 66 | | 5% | 4% | 6% | 13% | 25% | 47% |
| | Total Company - 2020 | 749 | 5.13 | 76 | | 3% | 3% | 4% | 11% | 27% | 52% |
| | Total Company - 2019 | 577 | 5.02 | 72 | | 5% | 4% | 4% | 11% | 24% | 52% |
| | Total Company - 2017 | 549 | 4.79 | 61 | | 7% | 5% | 6% | 12% | 23% | 46% |
| | Total Company - 2016 | 575 | 4.85 | 65 | | 7% | 4% | 6% | 10% | 24% | 48% |
| | Total Company - 2015 | 715 | 4.94 | 69 | | 4% | 4% | 6% | 11% | 26% | 48% |
| TEAMWORK | | | | | | | | | | | |
| | Total Company - 2022 | 656 | 4.67 | 56 | | 4% | 5% | 9% | 18% | 34% | 31% |
| | Total Company - 2021 | 576 | 4.87 | 63 | | 3% | 4% | 5% | 16% | 33% | 38% |
| | Total Company - 2020 | | 5.03 | 70 | | 2% | 3% | 4% | 13% | 39% | 40% |
| | Total Company - 2019 | 577 | 4.93 | 66 | | 3% | 3% | 4% | 14% | 39% | 37% |
| | Total Company - 2017 | 554 | 4.78 | 60 | | 4% | 6% | 6% | 16% | 32% | 37% |
| | Total Company - 2016 | 578 | 4.92 | 66 | | 4% | 3% | 5% | 14% | 33% | 41% |
| | Total Company - 2015 | 718 | 4.87 | 64 | | 3% | 4% | 5% | 15% | 36% | 37% |
| COMMUNICATIONS | | | | | | | | | | | |
| | Total Company - 2022 | 654 | 4.29 | 54 | | 6% | 7% | 10% | 24% | 38% | 16% |
| | Total Company - 2021 | 576 | 4.44 | 58 | | 4% | 7% | 9% | 20% | 40% | 20% |
| | Total Company - 2020 | 751 | 4.82 | 68 | | 2% | 3% | 5% | 18% | 46% | 26% |
| | Total Company - 2019 | 579 | 4.65 | 64 | | 4% | 4% | 7% | 18% | 47% | 22% |
| | Total Company - 2017 | 557 | 4.60 | 62 | | 3% | 6% | 7% | 17% | 45% | 22% |
| | Total Company - 2016 | 577 | 4.68 | 64 | | 3% | 5% | 7% | 17% | 44% | 25% |
| | Total Company - 2015 | 721 | 4.62 | 62 | | 2% | 4% | 8% | 20% | 46% | 20% |

| Тор | ics | Average Number Responding | Mean | Benchmark Percentile Mean | Benchmark Percentile Mean Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|-------------------|----------------------|---------------------------------|------|---------------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| CULTURE & CLIMATE | | | | | | | | | | | |
| | Total Company - 2022 | 655 | 4.04 | 51 | | 8% | 9% | 13% | 27% | 30% | 14% |
| | Total Company - 2021 | 578 | 4.19 | 55 | | 7% | 9% | 10% | 22% | 35% | 17% |
| | Total Company - 2020 | 748 | 4.87 | 73 | | 3% | 3% | 4% | 16% | 42% | 32% |
| | Total Company - 2019 | 576 | 4.49 | 64 | | 4% | 5% | 8% | 23% | 39% | 20% |
| | Total Company - 2017 | 549 | 4.37 | 61 | | 6% | 7% | 9% | 21% | 33% | 24% |
| | Total Company - 2016 | 574 | 4.53 | 66 | | 5% | 5% | 8% | 20% | 36% | 25% |
| | Total Company - 2015 | 714 | 4.29 | 58 | | 7% | 7% | 8% | 23% | 35% | 19% |
| MANAGEMENT STYLE | | | | | | | | | | | |
| | Total Company - 2022 | | 4.69 | 48 | | 6% | 6% | 8% | 14% | 26% | 40% |
| | Total Company - 2021 | 577 | 4.88 | 59 | | 5% | 6% | 6% | 12% | 25% | 47% |
| | Total Company - 2020 | | 5.20 | 74 | | 3% | 2% | 3% | 12% | 23% | 57% |
| | Total Company - 2019 | 577 | 5.00 | 68 | | 5% | 4% | 4% | 12% | 26% | 50% |
| | Total Company - 2017 | 548 | 4.71 | 49 | | 7% | 5% | 7% | 13% | 26% | 42% |
| | Total Company - 2016 | 573 | 4.85 | 56 | | 7% | 3% | 4% | 14% | 27% | 45% |
| | Total Company - 2015 | 713 | 4.84 | 55 | | 5% | 4% | 5% | 13% | 30% | 42% |
| SUPPORT | | | | | | | | | 1 | | |
| | Total Company - 2022 | 656 | 4.40 | 46 | | 4% | 8% | 11% | 18% | 37% | 21% |
| | Total Company - 2021 | 577 | 4.61 | 48 | | 3% | 7% | 8% | 19% | 36% | 28% |
| | Total Company - 2020 | 748 | 4.83 | 57 | | 3% | 4% | 5% | 14% | 43% | 31% |
| | Total Company - 2019 | 576 | 4.66 | 49 | | 4% | 5% | 7% | 17% | 37% | 30% |
| | Total Company - 2017 | 549 | 4.77 | 53 | | 3% | 5% | 7% | 14% | 39% | 32% |
| | Total Company - 2016 | 576 | 4.80 | 55 | | 4% | 4% | 6% | 14% | 37% | 35% |
| | Total Company - 2015 | 714 | 4.74 | 51 | | 3% | 5% | 5% | 16% | 41% | 29% |

Section III: Comparative Topic And Item Analysis

EMPLOYEE ENGAGEMENT

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|--|---------------------------------|--|--|--|--|----------------------------------|----------------------------------|--|--|---|
| 4. My job inspires me. | | | | | | | | | | |
| Total Company - 2022 Total Company - 2021 Total Company - 2020 Total Company - 2019 Total Company - 2017 Total Company - 2016 Total Company - 2015 | 578 751 578 556 578 | 4.92 5.12 5.32 5.27 5.13 5.28 5.17 | 68 74 79 78 74 78 75 | | 2% 2% 2% 1% 3% 3% 3% | 4% 3% 1% 3% 1% 2% | 4% 5% 2% 3% 2% 2% | 17% 11% 8% 10% 10% 10% 12% | 34% 31% 33% 32% 27% 31% | 38% 48% 56% 52% 49% 57% 50% |

Section III: Comparative Topic And Item Analysis

DIVERSITY AND INCLUSION

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|--|----------------------|------|-------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| | | | | | | | | | | |
| 6. My ability to succeed at the Company is not affected by my race, gender, or religion. | | | | | | | | | | |
| lot anected by my race, gender, or religion. | | | | | | | | | | |
| Total Company - 2022 | 654 | 5.35 | 79 | | 2% | 2% | 2% | 9% | 21% | 63% |
| Total Company - 2021 | 573 | 5.36 | 80 | | 2% | 2% | 3% | 8% | 22% | 63% |
| Total Company - 2020 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2019 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2017 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2016 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2015 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| 13. The Company supports workforce | | | | | | | | | | |
| diversity. | | | | | | | | | | |
| Tatal Commonly 0000 | 050 | 4.04 | 40 | | 20/ | 40/ | F 0/ | 000/ | 200/ | 200/ |
| Total Company - 2022 | | 4.81 | 48 | | 3% | 4% | 5% | 20% | 32% | 36% |
| Total Company - 2021 | 574 | 5.05 | 55 | | 3% | 3% | 4% | 15% | 29% | 47% |
| Total Company - 2020 | | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2019 | | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2017 | | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2016 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2015 | 0 | 0.00 | N/A | No valid cases | 0% | 0% | 0% | 0% | 0% | 0% |

Section III: Comparative Topic And Item Analysis

JOB TRAINING

| Items | Number Responding | Mean | Benchmark Percentile | nmark le Graph 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|--|----------------------|------------------------------|-------------------------|--------------------------------|----------------------|------------------------|------------------------|--------------------------|--------------------------|---------------------------|
| 10. Training is available to assist me in my professional growth. | | | | | | | | | | |
| Total Company - 2022 Total Company - 2021 Total Company - 2020 Total Company - 2019 | 577 749 | 4.32 4.44 4.89 4.55 | 58 62 73 66 | - | 5% 5% 3% 5% | 7% 7% 3% 6% | 11% 10% 6% 8% | 23% 20% 15% 21% | 31% 34% 35% 28% | 21% 25% 37% 32% |
| Total Company - 2019 Total Company - 2017 Total Company - 2016 Total Company - 2015 | 551 575 | 4.62 4.69 4.67 | 67 69 69 | | 5% 5% 6% | 6% 6% 5% | 8% 8% 7% | 21% 17% 15% 17% | 20% 29% 31% 33% | 32 % 34% 36% 33% |

Section III: Comparative Topic And Item Analysis

SUPERVISION

| Items | Number Responding | Mean | Benchmark Percentile | Percei | nchmark ntile Graph | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|---|----------------------|------|-------------------------|---------|------------------------|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| | | | | 0 20 40 | 60 80 100 | | | | | | |
| 15. The amount of feedback I receive from my principal/manager is satisfactory. | | | | | | | | | | | |
| Total Company - 2022 | 654 | 4.63 | 63 | | | 6% | 6% | 9% | 15% | 31% | 34% |
| Total Company - 2021 | 575 | 4.83 | 70 | | | 5% | 4% | 6% | 15% | 30% | 40% |
| Total Company - 2020 | 747 | 5.02 | 75 | | | 4% | 3% | 5% | 11% | 31% | 46% |
| Total Company - 2019 | 574 | 4.88 | 71 | | | 6% | 5% | 5% | 12% | 27% | 46% |
| Total Company - 2017 | 542 | 4.60 | 62 | | | 7% | 6% | 9% | 15% | 26% | 38% |
| Total Company - 2016 | 571 | 4.70 | 66 | | | 8% | 5% | 7% | 12% | 29% | 40% |
| Total Company - 2015 | 710 | 4.77 | 68 | | | 4% | 5% | 8% | 14% | 29% | 39% |
| 5. I can talk to my principal/manager about any job-related concerns I have. | | | | | | | | | | | |
| Total Company - 2022 | 656 | 4.80 | 49 | | | 6% | 6% | 6% | 13% | 23% | 46% |
| Total Company - 2021 | 578 | 4.98 | 61 | | | 5% | 5% | 6% | 10% | 20% | 54% |
| Total Company - 2020 | 751 | 5.23 | 76 | | | 3% | 3% | 3% | 11% | 23% | 58% |
| Total Company - 2019 | 579 | 5.15 | 72 | | | 5% | 3% | 2% | 10% | 21% | 58% |
| Total Company - 2017 | 556 | 4.97 | 60 | | | 8% | 4% | 3% | 10% | 21% | 55% |
| Total Company - 2016 | 579 | 5.00 | 63 | | | 6% | 4% | 5% | 9% | 19% | 57% |
| Total Company - 2015 | 719 | 5.11 | 70 | | | 5% | 3% | 4% | 8% | 23% | 57% |

Section III: Comparative Topic And Item Analysis

TEAMWORK

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|---------------------------------------|----------------------|------|-------------------------|-------------------------------|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| | | | | 0 20 40 60 80 100 | | | | | | |
| 2. My work group functions as a team. | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | 101 | 10/ | | | | 1001 |
| Total Company - 2022 | | 4.86 | 64 | | 4% | 4% | 7% | 14% | 28% | 42% |
| Total Company - 2021 | 575 | 4.99 | 69 | | 3% | 5% | 5% | 12% | 27% | 48% |
| Total Company - 2020 | 752 | 5.15 | 74 | | 2% | 3% | 4% | 10% | 32% | 49% |
| Total Company - 2019 | 577 | 4.99 | 69 | | 3% | 4% | 4% | 11% | 34% | 43% |
| Total Company - 2017 | 557 | 4.90 | 67 | | 4% | 5% | 5% | 12% | 27% | 46% |
| Total Company - 2016 | 578 | 4.97 | 69 | | 6% | 4% | 5% | 8% | 26% | 51% |
| Total Company - 2015 | | 4.94 | 68 | | 5% | 5% | 4% | 11% | 26% | 48% |
| 7. Employees in other departments are | | | | | | | | | | |
| responsive to my requests. | | | | | | | | | | |
| Total Company - 2022 | 655 | 4.47 | 48 | | 4% | 6% | 10% | 21% | 40% | 20% |
| Total Company - 2021 | 576 | 4.74 | 56 | | 3% | 4% | 6% | 20% | 38% | 29% |
| Total Company - 2020 | 751 | 4.91 | 65 | | 2% | 3% | 4% | 16% | 45% | 30% |
| Total Company - 2019 | | 4.86 | 62 | | 2% | 3% | 4% | 18% | 43% | 30% |
| Total Company - 2017 | | 4.66 | 52 | | 3% | 6% | 6% | 21% | 37% | 28% |
| Total Company - 2016 | | 4.86 | 62 | | 2% | 3% | 4% | 19% | 40% | 32% |
| Total Company - 2015 | | 4.80 | 59 | | 2% | 3% | 5% | 20% | 45% | 25% |

Section III: Comparative Topic And Item Analysis

COMMUNICATIONS

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|--|---------------------------------|--|--|--|--|---|--|---|---|---|
| 1. I have access to the information I need to make good decisions. | | | | | | | | | | |
| Total Company - 2022 Total Company - 2021 Total Company - 2020 Total Company - 2019 Total Company - 2017 Total Company - 2016 Total Company - 2015 8. There is good communication between departments. | 576 752 579 561 581 | 4.67 4.76 5.06 4.99 4.86 4.91 4.84 | 54 58 69 67 62 64 61 | | 3% 2% 2% 2% 2% 1% | 3% 6% 2% 4% 4% 4% | 6% 6% 3% 6% 4% 5% | 21% 14% 12% 12% 12% 10% 15% | 46% 45% 48% 51% 50% 49% 50% | 21% 27% 34% 30% 27% 30% 25% |
| Total Company - 2022 Total Company - 2021 Total Company - 2020 Total Company - 2019 Total Company - 2017 Total Company - 2016 Total Company - 2015 | 576 750 579 552 573 | 3.91 4.11 4.57 4.31 4.34 4.44 4.40 | 53 57 67 61 62 64 63 | | 8% 7% 3% 5% 5% 5% 4% | 11% 8% 4% 6% 9% 5% 4% | 13% 12% 7% 10% 9% 9% 11% | 27% 25% 23% 24% 21% 23% 25% | 30% 34% 44% 42% 39% 39% 42% | 11% 13% 19% 13% 17% 19% 15% |

Section III: Comparative Topic And Item Analysis

CULTURE & CLIMATE

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|---|----------------------|------|-------------------------|-------------------------------|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| | | | | 0 20 40 60 80 100 | | | | | | |
| 3. Flagstaff Unified values its individual employees. | | | | | | | | | | |
| Total Company - 2022 | 656 | 3.92 | 58 | | 8% | 11% | 13% | 28% | 29% | 11% |
| Total Company - 2021 | 579 | 4.10 | 62 | | 8% | 8% | 12% | 21% | 35% | 15% |
| Total Company - 2020 | 750 | 4.86 | 75 | | 3% | 3% | 4% | 15% | 44% | 31% |
| Total Company - 2019 | 578 | 4.41 | 68 | | 5% | 6% | 7% | 26% | 37% | 19% |
| Total Company - 2017 | 555 | 4.27 | 66 | | 7% | 9% | 9% | 21% | 32% | 21% |
| Total Company - 2016 | 578 | 4.40 | 68 | | 6% | 5% | 10% | 23% | 34% | 22% |
| Total Company - 2015 | 721 | 4.15 | 63 | | 9% | 7% | 9% | 26% | 34% | 16% |
| 14. Values are important to Flagstaff Unified. | | | | | | | | | | |
| Total Company - 2022 | 655 | 4.40 | 48 | | 5% | 7% | 8% | 26% | 33% | 21% |
| Total Company - 2021 | | 4.47 | 49 | | 5% | 6% | 7% | 24% | 35% | 23% |
| Total Company - 2020 | | 5.06 | 72 | | 2% | 2% | 3% | 13% | 38% | 41% |
| Total Company - 2019 | | 4.76 | 61 | | 3% | 5% | 4% | 18% | 41% | 29% |
| Total Company - 2017 | | 4.80 | 63 | | 3% | 4% | 6% | 18% | 37% | 32% |
| Total Company - 2016 | | 4.95 | 69 | | 3% | 2% | 3% | 15% | 40% | 36% |
| Total Company - 2015 | 710 | 4.69 | 58 | | 3% | 5% | 6% | 21% | 37% | 28% |

Section III: Comparative Topic And Item Analysis

CULTURE & CLIMATE

| Items | Number Responding | Mean | Benchmark Percentile | Benchma Percentile G 0 20 40 60 | Graph | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|---|----------------------|------|-------------------------|---------------------------------------|-------|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| 9. Flagstaff Unified devotes the appropriate amount of resources to treat its employees well. | | | | | | | | | | | |
| Total Company - 2022 | 654 | 3.80 | 48 | | | 10% | 10% | 16% | 26% | 29% | 9% |
| Total Company - 2021 | 577 | 4.01 | 53 | | | 8% | 11% | 12% | 22% | 35% | 12% |
| Total Company - 2020 | 748 | 4.70 | 73 | | | 3% | 3% | 6% | 20% | 45% | 23% |
| Total Company - 2019 | 575 | 4.31 | 63 | | | 5% | 5% | 11% | 25% | 40% | 14% |
| Total Company - 2017 | 547 | 4.05 | 54 | | | 10% | 8% | 12% | 24% | 29% | 17% |
| Total Company - 2016 | 573 | 4.25 | 61 | | | 7% | 8% | 10% | 24% | 34% | 18% |
| Total Company - 2015 | 711 | 4.03 | 53 | | | 10% | 8% | 11% | 23% | 35% | 13% |

Section III: Comparative Topic And Item Analysis

MANAGEMENT STYLE

| ltems | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|--|---------------------------------|--|--|--|--|--|--|---|---|---|
| 11. My principal/manager empowers employees. | | | | | | | | | | |
| Total Company - 2022 Total Company - 2021 Total Company - 2020 Total Company - 2019 Total Company - 2017 Total Company - 2016 Total Company - 2015 | 577 748 577 548 573 | 4.69 4.88 5.20 5.00 4.71 4.85 4.84 | 48 59 74 68 49 56 55 | | 6% 5% 3% 5% 7% 7% 5% | 6% 6% 2% 4% 5% 3% 4% | 8% 6% 3% 4% 7% 4% 5% | 14% 12% 12% 12% 13% 14% 13% | 26% 25% 23% 26% 26% 27% 30% | 40% 47% 57% 50% 42% 45% 42% |

Section III: Comparative Topic And Item Analysis

SUPPORT

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|---|----------------------|------|-------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| 12. I have the tools and equipment needed to do my job. | | | | | | | | | | |
| Total Company - 2022 | 656 | 4.40 | 46 | | 4% | 8% | 11% | 18% | 37% | 21% |
| Total Company - 2021 | 577 | 4.61 | 48 | | 3% | 7% | 8% | 19% | 36% | 28% |
| Total Company - 2020 | 748 | 4.83 | 57 | | 3% | 4% | 5% | 14% | 43% | 31% |
| Total Company - 2019 | 576 | 4.66 | 49 | | 4% | 5% | 7% | 17% | 37% | 30% |
| Total Company - 2017 | 549 | 4.77 | 53 | | 3% | 5% | 7% | 14% | 39% | 32% |
| Total Company - 2016 | 576 | 4.80 | 55 | | 4% | 4% | 6% | 14% | 37% | 35% |
| Total Company - 2015 | 714 | 4.74 | 51 | | 3% | 5% | 5% | 16% | 41% | 29% |

Section IV: Comparative Item Analysis

Sort Key: Total Company - 2022

| Items | Number Responding | Mean | Benchmark Percentile | 50th | 75th | 90th | Topic Name |
|--|----------------------|------|-------------------------|------|------|------|-------------------------|
| 6. My ability to succeed at the Company is not affected by my race, gender, or religion. | | | | | | | |
| Total Company - 2022 | 654 | 5.35 | 79 | 5.02 | 5.28 | 5.66 | DIVERSITY AND INCLUSION |
| 4. My job inspires me. | | | | | | | |
| Total Company - 2022 | 657 | 4.92 | 68 | 4.58 | 5.16 | 5.68 | EMPLOYEE ENGAGEMENT |
| 2. My work group functions as a team. | | | | | | | |
| Total Company - 2022 | 657 | 4.86 | 64 | 4.62 | 5.16 | 5.66 | TEAMWORK |
| 15. The amount of feedback I receive from my principal/manager is satisfactory. | | | | | | | |
| Total Company - 2022 | 654 | 4.63 | 63 | 4.36 | 5.02 | 5.61 | SUPERVISION |
| 10. Training is available to assist me in my professional growth. | | | | | | | |
| Total Company - 2022 | 656 | 4.32 | 58 | 4.05 | 4.94 | 5.59 | JOB TRAINING |
| 3. Flagstaff Unified values its individual employees. | | | | | | | |
| Total Company - 2022 | 656 | 3.92 | 58 | 3.50 | 4.81 | 5.60 | CULTURE & CLIMATE |
| 1. I have access to the information I need to make good decisions. | | | | | | | |
| Total Company - 2022 | 653 | 4.67 | 54 | 4.58 | 5.29 | 5.77 | COMMUNICATIONS |

Section IV: Comparative Item Analysis

Sort Key: Total Company - 2022

| Items | Number Responding | Mean | Benchmark Percentile | 50th | 75th | 90th | Topic Name |
|---|----------------------|------|-------------------------|------|------|------|-------------------------|
| 8. There is good communication between departments. | | | | | | | |
| Total Company - 2022 | 655 | 3.91 | 53 | 3.74 | 5.05 | 5.73 | COMMUNICATIONS |
| 5. I can talk to my principal/manager about any job-related concerns I have. | | | | | | | |
| Total Company - 2022 | 656 | 4.80 | 49 | 4.88 | 5.20 | 5.63 | SUPERVISION |
| 13. The Company supports workforce diversity. | | | | | | | |
| Total Company - 2022 | 652 | 4.81 | 48 | 5.00 | 5.35 | 5.73 | DIVERSITY AND INCLUSION |
| 11. My principal/manager empowers employees. | | | | | | | |
| Total Company - 2022 | 655 | 4.69 | 48 | 4.78 | 5.21 | 5.68 | MANAGEMENT STYLE |
| 7. Employees in other departments are responsive to my requests. | | | | | | | |
| Total Company - 2022 | 655 | 4.47 | 48 | 4.62 | 5.28 | 5.77 | TEAMWORK |
| 14. Values are important to Flagstaff Unified. | | | | | | | |
| Total Company - 2022 | 655 | 4.40 | 48 | 4.54 | 5.14 | 5.66 | CULTURE & CLIMATE |
| 9. Flagstaff Unified devotes the appropriate amount of resources to treat its employees well. | | | | | | | |
| Total Company - 2022 | 654 | 3.80 | 48 | 3.92 | 4.79 | 5.52 | CULTURE & CLIMATE |

Section IV: Comparative Item Analysis

Sort Key: Total Company - 2022

| Items | Number Responding | Mean | Benchmark Percentile | 50th | 75th | 90th | Topic Name |
|---|----------------------|------|-------------------------|------|------|------|------------|
| 12. I have the tools and equipment needed to do my job. | | | | | | | |
| Total Company - 2022 | 656 | 4.40 | 46 | 4.72 | 5.23 | 5.71 | SUPPORT |

| ltems | Number Responding | NPS | Benchmark Percentile | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|--|----------------------|-----|-------------------------|----|----|----|----|----|-----|-----|-----|-----|-----|-----|
| 17. I would recommend Flagstaff Unified to others as a good place to work. | | | | | | | | | | | | | | |
| Total Company - 2022 | 654 | -14 | 48 | 1% | 2% | 3% | 6% | 5% | 11% | 10% | 20% | 17% | 11% | 14% |
| Total Company - 2021 | 575 | 1 | 54 | 2% | 2% | 3% | 3% | 3% | 10% | 7% | 16% | 23% | 17% | 14% |
| Total Company - 2020 | 735 | 28 | 70 | 1% | 1% | 1% | 1% | 1% | 5% | 7% | 14% | 27% | 19% | 24% |
| Total Company - 2019 | 562 | 10 | 64 | 1% | 1% | 1% | 2% | 2% | 8% | 8% | 18% | 25% | 15% | 18% |
| Total Company - 2017 | 0 | 0 | N/A | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2016 | 0 | 0 | N/A | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Total Company - 2015 | 0 | 0 | N/A | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% |

Section V: Employee Engagement

Number Moderately Slightly Slightly Moderately Strongly Strongly Mean Graph Items Responding Mean Disagree Disagree Disagree Agree Agree Agree 2 3 4 5 6 16. My school environment is conducive to student learning. Total Company - 2022 640 4.62 4% 5% 8% 18% 37% 28% Total Company - 2021 565 5.02 3% 2% 4% 11% 39% 40% Total Company - 2020 5.14 744 3% 2% 2% 10% 35% 47% Total Company - 2019 569 4.98 4% 3% 4% 11% 39% 39% Total Company - 2017 540 5.01 3% 3% 4% 12% 36% 42% Total Company - 2016 558 5.16 3% 2% 3% 10% 34% 49% Total Company - 2015 5.28 696 1% 1% 2% 9% 36% 50%

Section VI: Client Specific

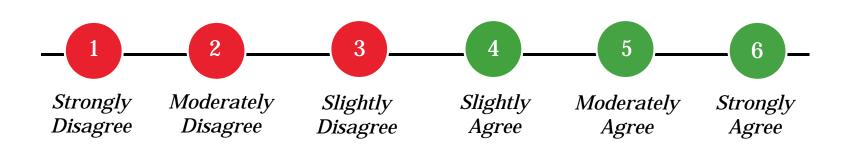
Understanding Your Data Report

| Definitions of Terms | A-2 |
|---|------|
| The Six Point Scale | A-3 |
| The Distribution of Responses and Percent Favorable | A-4 |
| The Mean Score | A-6 |
| The Benchmark Score | A-9 |
| The SWOT Analysis | A-13 |

Definitions

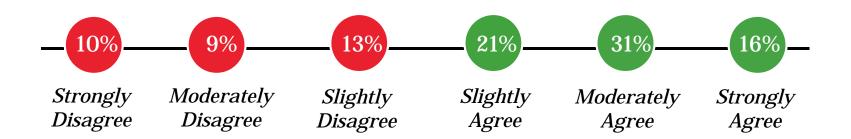
- Item: An individual survey question.
- Distribution of Responses: The number or percent of individuals who selected each response option for an Item.
- Mean: The "average" which is calculated by adding all scores and dividing by the total number of responses.
- Benchmarking Data: Data that represents the normal or average score for any factor across various levels of performance, such as height and weight. By comparing one's own scores with benchmarks, it becomes apparent which scores are high or low.
- Additional definitions may be found at: <u>https://www.nbrii.com/our-process/survey-design/definition-of-terms/</u>

The Six Point Scale



- Valid data requires a balanced scale, which contains equal points of positive and negative. This balance prevents response bias and skewed data.
- A good scale should not have a neutral point, which can encourage respondent apathy and can bias the data, particularly on sensitive or controversial issues (Bishop, 1987).
- A scale should provide bounded choice, or an accessible number of data points. It should also have the ability to attach a linguistic explanation to each point to help ensure consistency of interpretation.

The Distribution of Responses and Percent Favorable



- Your data report shows the entire Distribution of Responses. This is the percentage of responses in each of the scale points.
- Percent Favorable is the percent of respondents that responded positively. One must subjectively define Percent Favorable, and it may be the Top Box (Strongly Agree), or the Top Two Boxes (Strongly + Moderately Agree), or the Top Three Boxes (Agree).
- Because Percent Favorable must be defined and can therefore be manipulated by our definition of it, we do not recommend its use. Instead, NBRI provides the entire Distribution of Responses in data reports as this represents all of the Raw Data.

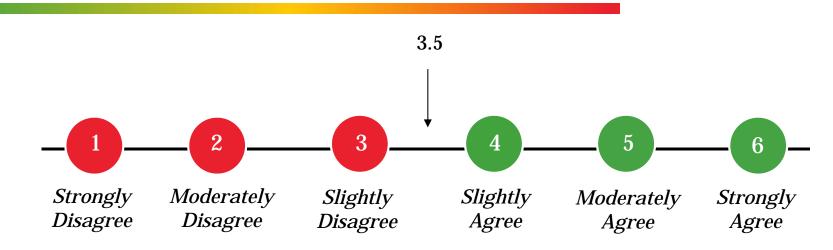
Where to find the Scale and Distribution of Responses

PRODUCTS

| Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|----------------------|---|--|--|---|---|---|---|---|---|
| | | | | | | | | | |
| 360 | 5.72 | 84 | | 1% | 1% | 1% | 3% | 8% | 86% |
| 100 | 5.71 | 84 | | 2% | 0% | 0% | 5% | 9% | 84% |
| 82 | 5.78 5.76 | 88 86 | | 1% 1% | 1% | 1% 1% | 0% 1% | 6% 7% | 90% 88% |
| 78 | 5.63 | 81 | | 1% | 1% | 1% | 5% | 12% | 79% |
| | | | | | | | | | |
| 360 | 5.59 | 82 | | 2% | 1% | 2% | 5% | 11% | 79% |
| 100 | 5.46 | 78 | | 3% | 2% | 3% | 6% | 10% | 76% |
| | | | | | | | | | 85% 79% |
| 78 | 5.51 | 80 | | 1% | 1% | 4% | 6% | 13% | 74% |
| | | | | | | | | | |
| 360 | 5.00 | 58 | | 2% | 1% | 1% | 28% | 28% | 41% |
| 100 | 4.81 | 49 | | 4% | 2% | 0% | 31% | 29% | 34% |
| 100 | 4.69 | 48 | | 2% | 1% | 0% | 48% | 21% | 28% |
| 82 78 | 5.27 5.35 | 70 72 | | 1% 1% | 0% 1% | 1% 1% | 22% 3% | 20% 45% | 56% 49% |
| | Responding 360 100 100 82 78 360 100 100 82 78 360 100 100 82 78 | Responding Mean 360 5.72 100 5.71 100 5.78 5.76 5.63 360 5.59 100 5.46 100 5.68 82 5.73 78 5.51 360 5.00 100 4.81 100 4.69 82 5.27 | Responding Mean Percentile 360 5.72 84 100 5.71 84 100 5.78 88 82 5.76 86 78 5.63 81 360 5.59 82 100 5.46 78 360 5.63 86 82 5.73 88 78 5.51 80 360 5.00 58 360 5.00 58 360 5.00 48 360 5.00 48 360 5.27 70 | Number Responding Mean Benchmark Percentile Percentile Percentile Graph 360 5.72 84 0 20 40 60 80 100 360 5.72 84 100 5.71 84 100 5.78 88 100 5.78 88 100 5.76 86 100 360 5.59 82 100 5.63 81 100 | Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree 360 5.72 84 100 100 100 5.71 84 1% 100 5.71 84 1% 2% 1% 100 5.76 86 1% 2% 1% 360 5.59 82 2% 1% 1% 360 5.59 82 2% 1% 1% 360 5.59 82 2% 1% 1% 360 5.59 82 2% 3% 2% 100 5.68 86 2% 3% 2% 100 5.68 86 2% 3% 2% 360 5.00 58 2% 2% 2% 360 5.00 58 2% 2% 2% 360 5.27 70 1% 4% 2% | Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree 360 5.72 84 1% 1% 1% 100 5.71 84 1% 2% 0% 100 5.71 84 1% 2% 0% 100 5.78 86 1% 2% 0% 78 5.63 81 1% 1% 1% 360 5.59 82 2% 1% 1% 100 5.46 78 88 3% 2% 1% 100 5.68 86 3% 2% 2% 1% 100 5.68 86 3% 2% 2% 0% 360 5.00 58 86 2% 1% 1% 1% 360 5.00 58 86 2% 1% 1% 1% 360 5.00 58 48 2% <td< td=""><td>Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree Stightly Disagree 360 5.72 84 1 1% 1% 1% 100 5.71 84 1% 1% 1% 1% 100 5.78 88 82 5.76 86 1% 1% 1% 1% 360 5.59 82 381 2% 0% 0% 1% 360 5.68 86 3% 2% 1% 1% 1% 360 5.68 86 3% 2% 0% 0% 360 5.68 86 3% 2% 0% 0% 360 5.00 58 86 2% 1% 1% 4% 360 5.00 58 2% 1% 1% 1% 360 5.00 58 2% 1% 1% 1% 360 5.27<</td><td>Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree Slightly Disagree Slightly Disagree Slightly Disagree Slightly Disagree Slightly Agree 360 5.72 84 1% 1% 1% 1% 3% 100 5.71 84 1% 2% 0% 0% 5% 100 5.78 86 81 1% 2% 0% 0% 5% 360 5.59 82 381 2% 1% 1% 5% 100 5.46 78 88 86 3% 2% 3% 6% 100 5.46 78 5.51 80 2% 1% 4% 6% 360 5.00 58 86 2% 1% 4% 6% 360 5.00 58 86 2% 1% 1% 2% 360 5.00 58 2% 1% 1%</td><td>Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree Slightly Disagree Slightly Agree Moderately Agree 360 5.72 84 1</td></td<> | Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree Stightly Disagree 360 5.72 84 1 1% 1% 1% 100 5.71 84 1% 1% 1% 1% 100 5.78 88 82 5.76 86 1% 1% 1% 1% 360 5.59 82 381 2% 0% 0% 1% 360 5.68 86 3% 2% 1% 1% 1% 360 5.68 86 3% 2% 0% 0% 360 5.68 86 3% 2% 0% 0% 360 5.00 58 86 2% 1% 1% 4% 360 5.00 58 2% 1% 1% 1% 360 5.00 58 2% 1% 1% 1% 360 5.27< | Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree Slightly Disagree Slightly Disagree Slightly Disagree Slightly Disagree Slightly Agree 360 5.72 84 1% 1% 1% 1% 3% 100 5.71 84 1% 2% 0% 0% 5% 100 5.78 86 81 1% 2% 0% 0% 5% 360 5.59 82 381 2% 1% 1% 5% 100 5.46 78 88 86 3% 2% 3% 6% 100 5.46 78 5.51 80 2% 1% 4% 6% 360 5.00 58 86 2% 1% 4% 6% 360 5.00 58 86 2% 1% 1% 2% 360 5.00 58 2% 1% 1% | Number Responding Mean Benchmark Percentile Percentile Graph Strongly Disagree Moderately Disagree Slightly Disagree Slightly Agree Moderately Agree 360 5.72 84 1 |

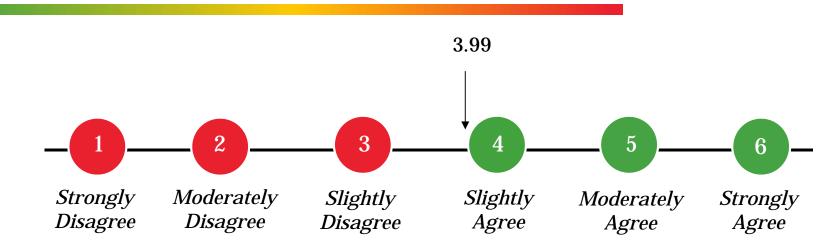
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The Mean Score



- A Mean Score is the "Average," or a measure of central tendency.
- The Mean Score is computed by taking the sum of all scores and dividing by the total number of responses.
- The Mean of a 6-point scale = 3.5

The Mean Score



- A Mean Score provides a subjective evaluation of the score for an Item relative to the scale that is used. A Mean Score cannot reveal whether a certain score (e.g. 3.99) is higher or lower than 'normal'.
- The true difference between any two Mean Scores can only be determined by conducting a t-test, which is a test of the significance of the difference between two mean scores. Benchmarking data is objective, eliminating the need for t-tests.

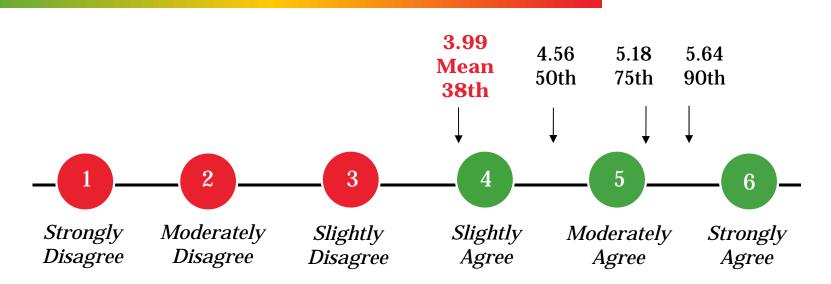
Where to find the Mean Score

PRODUCTS

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|--|----------------------|------|-------------------------|-------------------------------|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| E. The Compony produces reliable products | | _ | _ | 0 20 40 60 80 100 | | | | | | |
| 5. The Company produces reliable products. | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.72 | 84 | | 1% | 1% | 1% | 3% | 8% | 86% |
| Customer Type A - Q2 | 100 | 5.71 | 84 | | 2% | 0% | 0% | 5% | 9% | 84% |
| Customer Type B - Q2 | | 5.78 | 88 | | 1% | 2% | 1% | 0% | 6% | 90% |
| Customer Type C - Q2 | | 5.76 | 86 | | 1% | 1% | 1% | 1% | 7% | 88% |
| Customer Type D - Q2 | 78 | 5.63 | 81 | | 1% | 1% | 1% | 5% | 12% | 79% |
| 7. The Company's products are innovative. | | | | | | | | | | |
| | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.59 | 82 | | 2% | 1% | 2% | 5% | 11% | 79% |
| Customer Type A - Q2 | 100 | 5.46 | 78 | | 3% | 2% | 3% | 6% | 10% | 76% |
| Customer Type B - Q2 | 100 | 5.68 | 86 | | 2% | 2% | 0% | 3% | 8% | 85% |
| Customer Type C - Q2 | 82 | 5.73 | 88 | | 0% | 0% | 1% | 4% | 16% | 79% |
| Customer Type D - Q2 | 78 | 5.51 | 80 | | 1% | 1% | 4% | 6% | 13% | 74% |
| 6. The Company produces quality products. | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.00 | 58 | | 2% | 1% | 1% | 28% | 28% | 41% |
| Customer Type A - Q2 | 100 | 4.81 | 49 | | 4% | 2% | 0% | 31% | 29% | 34% |
| Customer Type B - Q2 | 100 | 4.69 | 48 | | 2% | 1% | 0% | 48% | 21% | 28% |
| Customer Type C - Q2 | | 5.27 | 70 | | 1% | 0% | 1% | 22% | 20% | 56% |
| Customer Type D - Q2 | 78 | 5.35 | 72 | | 1% | 1% | 1% | 3% | 45% | 49% |

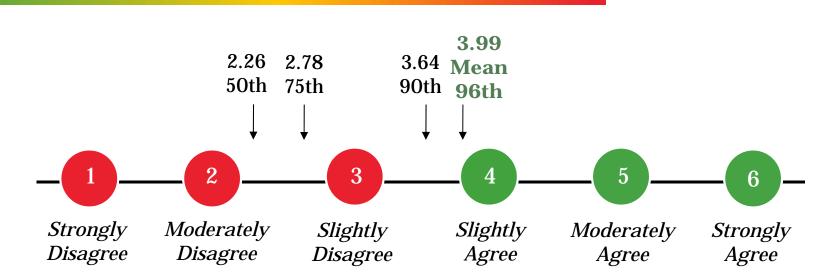
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The Benchmark Score



- A Benchmark Score compares Mean Scores against the actual, 'real world' Mean Scores of other individuals who have answered the same survey question.
- Companies typically benchmark against data from their Industry, and NBRI typically provides benchmark data comprised of no fewer than 25,000 responses per question.
- The example above indicates that a Mean Score of 3.99 for a particular survey question represents a Benchmark Score at the 38th Percentile, which is a poor score.

The Benchmark Score



- The same Mean Score of 3.99 for a different survey question represents a Benchmark Score at the 96th Percentile, indicating that it is a very good score.
- This Benchmark Score reveals the company is doing better than 96% of its peer group for this survey question.

Interpreting Benchmark Scores

| Best in Class | = | 90 th percentile and above |
|---------------------|---|---|
| Stretch Performance | = | 75 th to 89 th percentile |
| Average | = | 50 th percentile |

- The NBRI Benchmarking Database is normally distributed and represents over 5 billion individual scores from over 9,500 Companies on identically worded survey questions.
- In your Benchmarking Database the 50th percentile represents Industry Average, or the peak of a bell-shaped curve.
- The 75th percentile represents Stretch Performance. Here an organization is performing as well as, or better than ³/₄ of its peer group.
- Benchmarking Scores at or above the 90th percentile represent Best in Class Performance, reaching into the tail end of the bell-shaped curve.

Where to find the Benchmark Score

PRODUCTS

| Items | Number Responding | Mean | Benchmark Percentile | Benchmark Percentile Graph 0 20 40 60 80 100 | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|---|----------------------|------|-------------------------|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| 5. The Company produces reliable products. | | | | 0 20 40 60 80 100 | | | | | | |
| n and a start of the | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.72 | 84 | | 1% | 1% | 1% | 3% | 8% | 86% |
| Customer Type A - Q2 | 100 | 5.71 | 84 | | 2% | 0% | 0% | 5% | 9% | 84% |
| Customer Type B - Q2 | 100 | 5.78 | 88 | | 1% | 2% | 1% | 0% | 6% | 90% |
| Customer Type C - Q2 | 82 | 5.76 | 86 | | 1% | 1% | 1% | 1% | 7% | 88% |
| Customer Type D - Q2 | 78 | 5.63 | 81 | | 1% | 1% | 1% | 5% | 12% | 79% |
| 7. The Company's products are innovative. | | | | | | | | | | |
| | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.59 | 82 | | 2% | 1% | 2% | 5% | 11% | 79% |
| Customer Type A - Q2 | 100 | 5.46 | 78 | | 3% | 2% | 3% | 6% | 10% | 76% |
| Customer Type B - Q2 | 100 | 5.68 | 86 | | 2% | 2% | 0% | 3% | 8% | 85% |
| Customer Type C - Q2 | | 5.73 | 88 | | 0% | 0% | 1% | 4% | 16% | 79% |
| Customer Type D - Q2 | 78 | 5.51 | 80 | | 1% | 1% | 4% | 6% | 13% | 74% |
| 6. The Company produces quality products. | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.00 | 58 | | 2% | 1% | 1% | 28% | 28% | 41% |
| Customer Type A - Q2 | 100 | 4.81 | 49 | | 4% | 2% | 0% | 31% | 29% | 34% |
| Customer Type B - Q2 | | 4.69 | 48 | | 2% | 1% | 0% | 48% | 21% | 28% |
| Customer Type C - Q2 | | 5.27 | 70 | | 1% | 0% | 1% | 22% | 20% | 56% |
| Customer Type D - Q2 | | 5.35 | 72 | | 1% | 1% | 1% | 3% | 45% | 49% |

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The SWOT Analysis

| <u>S</u> trength | = | 75 th to 100 th percentile |
|---------------------|---|--|
| <u>O</u> pportunity | = | 50 th to 74 th percentile |
| <u>W</u> eakness | = | 25 th to 49 th percentile |
| <u>T</u> hreat | = | 1 st to 24 th percentile |

- By dividing the Benchmarking Scores into Quartiles, it is easier to understand where the company is doing well and where improvements may be needed.
- Strengths are essentially core competencies as they are in the upper quartile of performance. Opportunities are performing at or above average. Weaknesses are performing below average. Threats are performing within the lowest quartile.

Where to find the SWOT

| Son Key. Total company - 42 | | | | | | | | | | |
|---|----------------------|------|-------------------------|------|------|------|-------------------|--|--|--|
| Items | Number Responding | Mean | Benchmark Percentile | 50th | 75th | 90th | Topic Name | | | |
| 9. Sales personnel are professional. | | | | | | | | | | |
| Total Company - Q2 | 358 | 5.58 | 72 | 5.50 | 5.61 | 5.81 | SALES PROCESS | | | |
| 6. The Company produces quality products. | | | | | | | | | | |
| Total Company - Q2 | 360 | 5.00 | 58 | 4.85 | 5.43 | 5.81 | PRODUCTS | | | |
| 19. I expect to continue doing business with the Company. | | | | | | | | | | |
| Total Company - Q2 | 355 | 5.16 | 48 | 5.37 | 5.56 | 5.81 | CUSTOMER LOYALTY | | | |
| 11. Support personnel are responsive to my requests. | | | | | | | | | | |
| Total Company - Q2 | 336 | 4.97 | 48 | 5.15 | 5.46 | 5.77 | SERVICE & SUPPORT | | | |
| 13. It is easy to obtain the information I need from the Company. | | | | | | | | | | |
| Total Company - Q2 | 346 | 4.20 | 43 | 5.14 | 5.45 | 5.78 | COMMUNICATIONS | | | |

Sort Key: Total Company - Q2



Conducted By National Business Research Institute

Employee Engagement Survey

Welcome to our district-wide employee engagement survey! The survey is being managed by National Business Research Institute (NBRI), who we have used previously. NBRI will host the survey and be collecting your responses through an online platform. All responses are confidential.

Your participation is highly encouraged and appreciated. Our goal is to get 100% participation in order to ensure that each and every employee's voice is heard.

Thank you for devoting your time and providing candid input.

Dawn Director of Human Resources

Instructions:

1. Proceed to the survey questions by clicking on the Next Page button below.

2. After reaching the survey questions, please read each of the survey questions completely. Then, indicate your response using the scale shown on the survey.

3. After answering the survey questions, please click on the Submit Survey button to submit your answers for processing.

| | | Strongly Disagree | Moderately Disagree | Slightly Disagree | Slightly Agree | Moderately Agree | Strongly Agree |
|-----|--|----------------------|------------------------|----------------------|-------------------|---------------------|-------------------|
| 1. | I have access to the information I need to make good decisions. | | | | | | |
| 2. | My work group functions as a team. | | | | | | |
| 3. | Flagstaff Unified values its individual employees. | | | | | | |
| 4. | My job inspires me. | | | | | | |
| 5. | I can talk to my principal/manager about any job-related concerns I have. | | | | | | |
| 6. | My ability to succeed at the Company is not affected by my race, gender, or religion. | | | | | | |
| 7. | Employees in other departments are responsive to my requests. | | | | | | |
| 8. | There is good communication between departments. | | | | | | |
| 9. | Flagstaff Unified devotes the appropriate amount of resources to treat its employees well. | | | | | | |
| 10. | Training is available to assist me in my professional | | | | | | |

growth.

11. My principal/manager empowers employees.

| 12. | I have the tools and equipment needed to do my job. | | | | | | | | | | | |
|-----|---|----------------------|------------------------|---|----------------------|---|-------------------|---|---------------------|---|-------------------|-----------------|
| 13. | The Company supports workforce diversity. | | | | | | | | | | | |
| 14. | Values are important to Flagstaff Unified. | | | | | | | | | | | |
| 15. | The amount of feedback I receive from my principal/manager is satisfactory. | | | | | | | | | | | |
| | | Strongly Disagree | Moderately Disagree | | Slightly Disagree | | Slightly Agree | | Moderately Agree | | Strongly Agree | |
| 16. | My school environment is conducive to student learning. | | | | | | | | | | | |
| | | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| 17. | I would recommend Flagstaff Unified to others as a good p to work. | olace | | | | | | | | | | |
| 18. | Why did you give that response? | | | | | | | | | | | ~ |
| | | | | | | | | | | | | $\mathbf{\vee}$ |